



## Data Centre transformation program leading to a better customer experience for 40,000 end users, delivered in under two years and leading to a cost savings of up to 50% for a leading UK public services provider

Microland's UK-HQ'd client improves citizens' lives daily. In fact, if it's a public service, this client makes it happen from health care to recreation; from transportation to judicial services; from immigration to UK air traffic control services across North American and the UAE; from prisoner transportation and national border security to defense services. And pretty much everything in between. Which means citizens engage with this organization in myriad ways – from booking a local squash court, getting a visa processed, or feeling secure that society's most vulnerable are receiving the care they need. The scale, range, and importance of the client's day to day operations touch millions of lives every second of every day.

When so many people are relying upon these services to be delivered frictionless as they go about their day, the demand for improved speed to market, flexibility and reliability was immense. This need was not being met by the existing infrastructure, which was ageing, inflexible, complex and stretched over two datacenters. To meet the new business dynamics – driven by heightened end-user expectations – the client decided to undertake a digital transformation policy and adopt a 'cloud first' strategy.

The primary objectives were to retire the two datacenters by migrating all operational services into Microsoft Azure, rationalize and simplify where possible, retire services no longer required, improve service reliability and minimize disruption to services during the transition. Achieving this would mean draining the two data centers that had been in place for over 20 years hosting 900+ physical and virtual servers along with storage and networking infrastructure. This infrastructure was an E2E stack comprising production, test, development & disaster recovery provision for business-critical applications and core infrastructure services for a local and global user base. The criticality of this infrastructure can be explained by the fact that it hosted 90 + applications with 100+ interfaces and these applications were processing payroll & pension for over 40,000 government employees.

In order to realise the benefits of the cloud-first strategy, the client needed a partner they could trust: One who understood the business needs, provided a proven record in supplier collaboration, and technical delivery, and had the capacity to deliver large technically complex projects. Microland was chosen as the primary delivery partner because of its experience in large-scale enterprise application and infrastructure migrations and its continued success in managing client's IT operations and platform services.

As the lead partner working closely with the client, the client's third parties, and the client's external customers, Microland was fully responsible for delivering on the programme objectives. To ensure success, Microland applied their proprietary methodology spanning the range of key activities: Discovery, Analysis, Design, Plan, Build, Migrate, and finally Decommission.

Microland enabled the client to deliver on one of its key business strategies – switch to a Cloud-First approach. Microland delivered this programme with no disruption to service. The programme delivered 80% uplift of key business processes, 25% improvement in patching, 30% improvement in backup and reduction of 1,500 hours of monthly processing time.

Further, more than 900 servers were commissioned/decommissioned, 3,500+ disks were destroyed, 100 TB+ data transferred, and network equipment were decommissioned. All of this was accomplished within budget and P1 level server issues have dropped from 3-4/month to 0, leading to a vastly improved customer experience.

The build also included the migration of a key Government client SAP system from on-premise onto the client's own Azure subscription. A new Citrix farm was built with 2,000+ users being migrated from on-premise infrastructure onto Azure. Microland also designed and tested a "mothball" process for dealing with legacy applications that were not compatible with Azure but required to be kept accessible for 10 years.

Microland also enabled the customer to realize almost 50 % operational cost savings and a \$3 million recurring cash benefit. The savings were realized by optimizing the operational expense of the datacenter and of Azure utilization by deploying Microland's Cloud based cost management tool to ensure the cost benefits of running the estate on the cloud is realized.

Finally, from a sustainability standpoint, the move to virtual reduced their environmental CO2 footprint by nearly 50%!

The result of Microland's seamless program execution has resulted in the client having a modern infrastructure that is humming along with better reliability, availability, and performance. The infrastructure will also enable the client to deliver superior customer experience and bring in new offerings to market faster.

The success of Microland's role in the digital transformation program has deepened the client's trust in the relationship and affirmed Microland's status as a key strategic partner as the client moves to further automate and optimize their network infrastructure and applications within the cloud environment.

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**25% improvement in patching**  
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## About Microland

Microland's delivery of digital is all about making technology do more and intrude less. As we help enterprises move to nextGen technologies, we make sure this embrace of brilliance is predictable, reliable and stable. Incorporated in 1989 and headquartered in Bengaluru, India, Microland comprises more than 4,500+ digital specialists across offices and delivery centers in Asia, Australia, Europe, Middle East and North America.